

(e) the steps being taken to improve its position further?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) to (e) Yes, Sir. As per NASSCOM (National Association of Software and Service Companies) estimates, the number of Professional Employed in India in IT and ITES sector is estimated to reach 1.63 millions by March, 2007, as compared to 1.29 million in March, 2006.

Board for IT Education Standards, Government of Karnataka and some of the leading IT Companies are engaged in integrating the IT skills with the academic curriculum to make students IT ready for employment.

Government of India along with Industry association like NASSCOM has been continuously looking at the IT sector's requirement from time to time. Government of India had set up a Task Force on 'Human Resource Development in Information Technology' with the main objective to prepare a long-term strategy for significantly increasing the number of well trained IT professionals in line with economic projections. The Task Force had noted that the issue of manpower gap is not as much about the institutional seat availability as about the nature of skills and training provided in these institutions. As a follow-up, DIT (Department of Information Technology) has taken measures to generate manpower in key verticals like bioinformatics, VLSI Design and Information Security.

NASSCOM has also been working with the academia across the country under its IT workforce development initiative to encourage and facilitate greater industry interaction; NASSCOM has signed MoUs (Memorandum of Understandings) with UGC (University Grants Commission) and AICTE (All India Council for Technical Education) to take forward these initiatives.

Quality of service for CMSPs

282. **SHRIMATI N.P. DURGA:** Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the details of benchmarks set for providing quality service and for other parameters for the Cellular Mobile Service Providers (CMSPs);

(b) whether it is a fact that CMSPs have to submit quarterly reports to TRAI;

(c) if so, whether it is a fact that some CMSPs are not meeting the quality of service and other benchmarks;

(d) whether it is also a fact that 57 per cent CMSPs have not met the benchmark for all parameters for the quarter ending June 30, 2006, and thereafter; and

(e) if so, the steps taken by Government to persuade or direct the CMSPs to comply with the prescribed benchmarks?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The details of benchmarks for Mobile Service Providers prescribed by the Telecom Regulatory Authority of India (TRAI) are given in the Statement (See below).

(b) and (c) Yes, Sir.

(d) As per the Customer Satisfaction Survey undertaken by TRAI through an independent agency for the quarter ending 30th June 2006, 57% of the Mobile Service Providers do not meet the quality of service benchmark for all the parameters taken together.

(e) Following steps have been taken by the Government to persuade the Mobile Service Providers for improving the quality of mobile services.

- (i) Holding the periodic meetings with the Mobile Service Providers.
- (ii) Holding periodic meetings with Bharat Sanchar Nigam Limited (BSNL)/Mahanagar Telephone Nigam Limited (MTNL) and the private Mobile Service Providers to facilitate provision of interconnection.
- (iii) Continuous efforts to co-ordinate and release additional spectrum from existing users.
- (iv) Pursuing with local authorities for expeditious clearance of cell sites.

Statement

Benchmarks prescribed by TRAI for Basic Service (Wireless) and Cellular Mobile Telephone service:

S. Parameters No.	1	2	3	4
				Averaged over a period of
A Network Performance				
(i) Accumulated down time of Community Isolation			< 24 hours	One quarter
(ii) Call set-up success Rate (within licensee's own network)			> 95%	One quarter
(iii) Service Access Delay			Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls=<15 sec)	One quarter
(iv) Blocked Call Rate			(i) SDCCCH Congestion <1% (ii) TCH congestion <2%	One Month
(v) Call Drop Rate			<3%	One quarter
(vi) Percentage of connections with good voice quality			> 95%	One quarter
(vii) Service coverage			In door>= -75 dBm In-vehicle>= -85 dBm Out door-ivity >= -95dBm	
(viii) POI congestion			< 0.5%	One quarter
B. Customer Help Lines:				
(i) Response time to the customer for Assistance			(i) % age of calls answered (electronically): within 20 seconds=80%	One month

1	2	3	4
		within 40 seconds=95%	
		(ii) % age of calls answered by operator (voice to voice):	
		Within 60 seconds=80%	
		Within 90 seconds=95%	
			One quarter One quarter One quarter
C	Billing complaints		
(i)	billing complaints per 100 bills issued	< 0.1%	
(ii)	% of billing complaints resolved within 4 weeks	100%	
(iii)	Period of all refunds/payments due to customers from the date of resolution of complaints as in (ii) above	< 4 weeks	
D	Customer perception of service (assessed through Customer Satisfaction survey)		
(i)	% satisfied with the provision of service	< 95	
(ii)	% satisfied with the billing performance	< 90	
(iii)	% satisfied with the help services	< 90	
(iv)	% satisfied with network performance, reliability and availability	< 95	
(v)	% satisfied with maintainability	< 95	
(vi)	Overall customer satisfaction	< 95	
(vii)	Customer satisfaction with offered supplementary services % satisfied	< 95	